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SECTION 9 PROPOSAL EVALUATION

9.1. RECEIPT

This Section describes how the DDTP plans to evaluate the responding proposals, and identify the proposals that meet the RFP's objectives and provide the best value for the DDTP. It is the DDTP's intent to conduct a comprehensive, impartial evaluation of all proposals received. The DDTP will use a pass/fail and weighted score, two-envelope method of selection.

Proposals must be delivered by the date and time stated in RFP Section 1.7., Vendor Key Action Dates. Each proposal will be date and time marked as it is received and verified that it is properly sealed. Proposals will remain sealed until the designated time for opening. Proposals received after the date and time specified in RFP Section 1.7., Vendor Key Action Dates, will be deemed non-responsive and will be rejected.

9.2. EVALUATION OF CONCEPTUAL PROPOSALS

Conceptual Proposals received by the specified time and date will be opened and reviewed for functional correspondence to the requirements of the RFP. A schedule will be prepared for each bidder showing the time that the DDTP will meet with the bidder to discuss items that need clarification and any defects in concept found by the DDTP. Prior to the scheduled discussion, the DDTP will prepare a Discussion Agenda itemizing the points to be covered. At the conclusion of the discussion, the DDTP will prepare a Discussion Memorandum documenting the clarified items and agreements as to how the bidder proposes to correct the noted defects.

9.3. EVALUATION OF DRAFT PROPOSALS

Draft Proposals will be opened at the time designated for receipt and briefly reviewed in an attempt to detect administrative or clerical errors and inconsistencies which, if contained in the Final Proposal, may cause the bid to be rejected. If such errors are found, the bidder will be notified and given an opportunity to correct the indicated errors before Final Proposal submittal. It is not the intent of the DDTP to review Draft Proposals at this time for total responsiveness to all the RFP requirements.

Note that this is not an opportunity to make major changes to the bid, but only to correct those errors that could cause the Final Proposal to be deemed non-responsive on a technicality. The DDTP will not be in a position during this review

to determine if a defect could be material and cause the Final Proposal to be rejected. The DDTP makes no warranty that all such errors will be identified during the review of the Draft Proposal or that such errors remaining in the Final Proposal will not cause the bid to be rejected.

It is imperative that no cost or reimbursement figures be included in the Draft Proposals. As stated in RFP Section 8, Proposal Format, XXX's shall be used in place of dollar figures and

in place of percentages that might indicate a potential reimbursement rate. If either of these errors is committed, the bidder may be disqualified from competition.

9.4. EVALUATION OF FINAL PROPOSALS

9.4.1. Proposal Opening and Validation Check

There will be no formal bid or proposal opening at the time of proposal receipt because for this RFP, the DDTP will be accepting proposals utilizing separately sealed costs.

All proposals received by the time and date specified in RFP Section 1.7, Vendor Key Action Dates, will be opened and evaluated. The separately sealed envelope containing the cost response to this RFP (Volume III of the proposals), and the separately sealed envelope containing additional commitments (Volume V of the Final Proposals) if any, will be stored under lock and key until completion of the administrative and technical evaluations. When the administrative and technical evaluations are complete, Volume III of all compliant (non-rejected) proposals will be opened and evaluated. Absence of required information may deem the proposal to be non-responsive and may cause rejection. Volume V, if present, shall remain sealed.

No proposals will be accepted after the date and time specified in Section 1.7, Vendor Key Action Dates. Once all proposals are assembled, they will be separated by category, e.g., Network Services, Call Center Services, and Network Management Services. Proposal volumes I, II and IV will be opened by the DDTP Bid Review Team and checked for the presence of the required information in conformance with the requirements of this RFP. Absence of required information will deem the bid non-responsive and may cause rejection.

9.4.2. Validation Against Requirements

The DDTP shall check each proposal in detail to determine its compliance to the RFP requirements. If a proposal fails to meet an RFP requirement, the DDTP will determine if the deviation is material as defined in RFP Section 2. A material deviation will cause rejection of the bid. An immaterial deviation will be examined to determine if the deviation will be accepted. If accepted, the bid will be processed as if no deviation had occurred.

(1.) Validation of Network Services Requirements

The NS bidder's proposal response to the following RFP requirements will be checked:

RFP Section	Network Services Mandatory Requirement Being Evaluated	Pas	Fail
5.2.	Customer References		
5.3.	Vendor Responsibility		
5.3.1.	Financial Responsibility		
5.3.2.	Bond Requirements of the Bid		
5.4.	Subcontractors and Suppliers		
5.5.	Employment of People with Disabilities and the ASA		
5.6.	Employment of Relay Staff		
5.7.	Non-discrimination		
5.8.	Confidentiality of Data, including Exhibit 5A		
5.9.1.	Amendable Contract		
5.9.2.	Federal Employer Identification Number		
5.10.	DVBE Participation Requirements, including		
6.2.1.(1.)	DDTP CRS Toll-free Services Numbers		
6.2.1.(2.)	The Grade of Service		
6.2.1.(3.)	Identification of Technical Issues		
6.2.1.(4.)	Generate Routing Requests to NMS Provider		
6.2.1.(5.)	React to Routing Responses from NMS Provider		
6.2.1.(6.)	Disaster Occurrence Alternative Routing		
6.2.1.(7.)	CRS User Billing Services		
6.2.1.(7).(a.)	Billing of Originating Parties		
6.2.1.(7).(b.)	Special Services Calls		
6.2.1.(7).(c.)	Call Equivalency Discount Plans		
6.2.1.(7).(d.)	Free Local Calls		
6.2.2.(1.)	Signaling System Seven (SS7) Equipped		
6.2.2.(2.)	Compatibility with NMS Platform		
6.2.2.(3.)	Integration to the NMS Call Router Platform (CRP)		
6.2.2.(4.)	Routing without NMS instructions		
6.2.2.(5.)	Other Network Connectivity (Mandatory-Optional)		
6.2.3.(1.)	Fault Tolerance		
6.2.3.(2.)	Network Routing		
6.2.3.(3.)	Switching Facilities		
6.2.3.(4.)	Trouble Monitoring and Reporting		
6.2.3.(5.)	Disaster Recovery Plan		
6.2.3.(6.)	Security		
6.2.3.(7.)	Hours of Operation		
6.2.4.	Reporting		
6.2.4.(1.)	Reports on Implementation Progress		
6.2.4.(2.)	Reports on Service Issues		
6.2.4.(3.)	Monthly Reports on Relay Traffic		
6.2.4.(4.)	Monthly reports of Customer Billing		
6.2.5.(1.)	Billing Details		
6.2.5.(2.)	Frequency and Format of Billing to DDTP		
6.2.5.(3.)	Billing Generated Directly to CRS Users		
6.2.6.(1.)	Established IXC Vendor		
6.2.6.(2.)	Integration Experience		
6.2.7.(1.)	Coordination with NMS and CCS Vendors		
6.2.7.(2.)	Coordination with DDTP		
11.2.	Network Services Model Contract		

(2.) **Validation of Call Center Services Requirements**

The CCS bidder's proposal response to the following RFP requirements will be checked:

RFP Section	Call Center Services Mandatory Requirement Being Evaluated	Pas	Fail
5.2.	Customer References		
5.3.	Vendor Responsibility		
5.3.1.	Financial Responsibility		
5.3.2.	Bond Requirements of the Bid		
5.4.	Subcontractors and Suppliers		
5.5.	Employment of People with Disabilities and the ASA		
5.6.	Employment of Relay Staff		
5.7.	Non-discrimination		
5.8.	Confidentiality of Data, including Exhibit 5A		
5.9.1.	Amendable Contract		
5.9.2.	Federal Employer Identification Number		
5.10.	DVBE Participation Requirements, including		
6.3.1.	Adherence to FCC Requirements and Standards		
6.3.2.	Adherence to CPUC Requirements and Standards		
6.3.3.	Hours of Operation		
6.3.4.	Transmission Protocols		
6.3.5.	CRS Network Architecture		
6.3.5.(1.)	Acceptance of Active Status Monitoring by the DDTP		
6.3.5.(2.)	Acceptance of CRS Traffic Allocation by the DDTP		
6.3.5.(3).(a.)	Use and Access of the 711 Database		
6.3.5.(3).(b.)	CRS User Requests		
6.3.5.(3).(c.)	Use of 711 Forms		
6.3.5.(3).(d.)	Request Modalities		
6.3.5.(3).(e.)	Slamming		
6.3.5.(3).(f.)	Confirmation of 711 Data		
6.3.5.(3).(g.)	Delivery of 711 Data		
6.3.5.(4.)	Selection of Inbound Carrier and ISP		
6.3.5.(5.)	Selection of Outbound Carrier and ISP		
6.3.5.(6.)	Compatibility with NMS Platform		
6.3.6.(1.)	Billing of Originating Parties		
6.3.6.(2.)	Special Services Calls		
6.3.6.(3.)	Call Equivalency Discount Plans		
6.3.6.(4.)	CCS Carrier Routing of Local Calls		
6.3.7.	Network Facilities		
6.3.8.(1.)	DDTP CRS Numbers and IP Addresses		
6.3.8.(2.)	CCS Provider Dedicated Access		
6.3.8.(3.)	Treatment of Non-Operating CCS CRS Numbers		
6.3.9.(1.)	Relationship of Answer Protocol to ASA		
6.3.9.(2.)	Conventions for Answering and Concluding Calls		
6.3.9.(3.)	Periodic Special Messages		
6.3.10.	Speed of Answer (ASA)		

RFP Section	Call Center Services (continued) Mandatory Requirement Being Evaluated	Pas	Fail
6.3.11.	Blockage Rate		
6.3.12.	Real Time		
6.3.13.	Use of ANI		
6.3.14.	CCS CRS Sites		
6.3.15.(1.)	Data Circuits		
6.3.15.(2.)	System Integration		
6.3.15.(3.)	Provide Facilities and Access for NMS Integration		
6.3.16.	Dynamic Call Routing		
6.3.17.	Service Reliability		
6.3.17.(1.)	Uninterruptible Power		
6.3.17.(2.)	TRS Platform		
6.3.17.(3.)	Intercept Messages		
6.3.17.(4.)	Trouble Monitoring and Reporting		
6.3.17.(5.)	Disaster Recovery Plan		
6.3.17.(6.)	Security		
6.3.18.	Types of Calls		
6.3.19.(1.)	CCS Customer Database		
6.3.19.(2.)(a)	Minimum Required Fields		
6.3.19.(3.)	Initial Database Data		
6.3.19.(4.)	Customer Requests		
6.3.19.(5.)	Caller Preference Forms		
6.3.19.(6.)	Request Modalities		
6.3.19.(7.)	Confirmation of Customer Preference Data		
6.3.19.(8.)	Restricted Use of the Customer Preference Data		
6.3.19.(9.)	Customer Preference Data Confidentiality		
6.3.19.(10.)	Ownership of Customer Preference Data		
6.3.19.(11.)	Storage of Customer Preference Data		
6.3.20.	Access to Carrier of Choice		
6.3.21.	Access to Directory Assistance		
6.3.22.	Operator Assistance for Relay Users		
6.3.23.	Emergency Calls		
6.3.23.(1.)	Pass Caller's ANI to the PSAP		
6.3.23.(2.)	Stay on the Line to Ensure Connectivity		
6.3.23.(3.)	Relay Only Under Limited Circumstances		
6.3.23.(4.)	Transfer Immediately When Unsure		
6.3.23.(5.)	No Questioning or Advice		
6.3.23.(6.)	Allowance for Limited Transparency		
6.3.23.(7.)	Replacement of CAs During an Emergency Call		
6.3.23.(8.)	Call Set-Up		
6.3.23.(9.)	Training for Emergency Call Handling		
6.3.24.(1.)	TTY Voice Carryover (TTY VCO)		
6.3.24.(2.)	TTY Hearing Carryover (TTY HCO)		
6.3.25.(1.)	Required and Prohibited Modalities		
6.3.26.(1.)(a)	Two line VCO		
6.3.26.(1.)(b)	Non-CA placed three way calling		
6.3.26.(1.)(c)	True caller ID		
6.3.26.(1.)(d)	Pay-per-use feature blocking and toll-free number		

RFP Section	Call Center Services (continued) Mandatory Requirement Being Evaluated	Pas	Fail
6.3.27.(1.)	VRS Description		
6.3.27.(2.)	Standards		
6.3.27.(3.)	VRS CA Qualifications, Training and Interpreting		
6.3.27.(4.)	Prevailing FCC VRS Standards		
6.3.27.(5.)	IXC Reimbursement/User Billing of IP-based		
6.3.28.(1.)	WCR Description		
6.3.28.(2.)	Prevailing FCC WCR Standards		
6.3.28.(3.)	IXC Reimbursement/User Billing of IP-based		
6.3.30.(1.)	Typing Speed		
6.3.30.(2.)	English Grammar		
6.3.30.(3.)	Spelling Skills		
6.3.30.(4.)	Understanding of Limited English		
6.3.30.(5.)	Spanish Relay		
6.3.30.(6.)	Clear and Articulate		
6.3.31.(1.)	Relay Procedure Training		
6.3.31.(2.)	Initial Disability Awareness Training		
6.3.31.(3.)	Ongoing Disability Awareness Training		
6.3.31.(4.)	California Place Names		
6.3.31.(5.)	Complaint Training		
6.3.32.(1.)	Limited Typed English		
6.3.32.(2.)	Tone of Voice		
6.3.32.(3.)	Call Status		
6.3.32.(4.)	Outbound Called Number		
6.3.32.(5.)	Providing Call Handling Options		
6.3.32.(6.)	Verbatim Relay		
6.3.32.(7.)	Explaining Relay		
6.3.32.(8.)	No Solicitation		
6.3.32.(9.)	Content, Context and Intent		
6.3.32.(10.)	No Delay		
6.3.32.(11.)	Third Person		
6.3.32.(12.)	Change of CAs		
6.3.32.(13.)	Redials		
6.3.32.(14.)	Relay All Comments		
6.3.32.(15.)	Relay in Third Person Voice		
6.3.32.(16.)	Typing Errors		
6.3.32.(17.)	Verification of Spelling		
6.3.32.(18.)	Gender		
6.3.32.(19.)	Volume		
6.3.32.(20.)	Staying on the Line		
6.3.32.(21.)	No Interjections		
6.3.32.(22.)	Caller Names		
6.3.32.(23.)	Voice mail and interactive menus		
6.3.32.(23)(Leaving Messages		
6.3.32.(23)(Retrieving Messages		
6.3.32.(24.)	Disconnecting an Inbound Caller		
6.3.32.(25.)	Split Screen for ASCII Calls		
6.3.32.(26.)	Call Interrupt		
6.3.32.(27.)	Procedures for Handling Disallowed Calls		

RFP Section	Call Center Services (continued) Mandatory Requirement Being Evaluated	Pas	Fail
6.3.33.(1)(a)	Open Line		
6.3.33.(2)(a)	Hearing Acuity		
6.3.33.(2)(b)	Understanding of Speech Patterns		
6.3.33.(2)(c)	Removal of STS CAs		
6.3.33.(2)(d)	English Fluency		
6.3.33.(2)(e)	Spanish Fluency		
6.3.33.(3)(a)	STS Users		
6.3.33.(3)(b)	Transfer of STS Calls		
6.3.33.(3)(c)	Specialized STS Staff		
6.3.33.(3)(d)	Specialized STS Training		
6.3.33.(3)(e)	STS Liaison		
6.3.33.(4)(a)	Never Guess		
6.3.33.(4)(b)	Verification of Busy Number		
6.3.33.(4)(c)	Dictate Message		
6.3.33.(4)(d)	Additional Calls		
6.3.33.(4)(e)	Request Clarification		
6.3.33.(4)(f)	Interaction with Users		
6.3.33.(4)(g)	Leaving Messages		
6.3.33.(4)(h)	Respect		
6.3.33.(4)(i)	Registration of Numbers		
6.3.33.(4)(j)	Caller Names		
6.3.33.(4)(k)	Asking for STS Relay by STS User Name		
6.3.33.(4)(l)	Change of STS CAs		
6.3.33.(4)(m)	Announcement of Voicing		
6.3.33.(4)(n)	Voicing at the User's Option		
6.3.33.(4)(o)	Quiet STS CA Environment		
6.3.33.(4)(p)	Retention of Information		
6.3.33.(4)(q)	Dual Voicing		
6.3.34.(1.)	Total Confidentiality		
6.3.34.(2.)	Pledge of Confidentiality, including Confidentiality		
6.3.34.(3.)	Discussion of Calls		
6.3.34.(4.)	Emergencies		
6.3.34.(5.)	Monitoring of Calls		
6.3.34.(6.)	Confidentiality Policy		
6.3.34.(7.)	Termination for Violation of Confidentiality		
6.3.34.(8.)	Restriction of Information		
6.3.35	CA Counseling		
6.3.36.(1.)	Establish Procedures		
6.3.36.(2.)	Access to Supervisors or Administrators while on		
6.3.36.(3.)	Compliance with FCC Regulations		
6.3.36.(4.)	Documentation of Complaints		
6.3.36.(5.)	Release of Customer Information		
6.3.36.(6.)	Description of the Process		
6.3.37.	User Assistance		
6.3.38.	Telephone Directory Listings		
6.3.39.	CCS CRS Web Site Disability Access		
6.3.40.(1.)	Outreach Activities		
6.3.40.(2.)	DDTP Approval of Outreach Material		
6.3.40.(3.)	Outreach by the DDTP		

RFP Section	Call Center Services (continued) Mandatory Requirement Being Evaluated	Pas	Fail
6.3.41.	Reporting Requirements		
6.3.41.(1.)	Traffic Reports		
6.3.41.(1.)(a)	Monthly Call Volumes by Jurisdiction		
6.3.41.(1.)(b)	Monthly Call Volumes by Inbound Dialed Number or		
6.3.41.(1.)(c)	Monthly Call Volumes by Outbound Carrier		
6.3.41.(1.)(d)	Monthly Disallowed Carrier-of-Choice Report		
6.3.41.(1.)(e)	Monthly Volumes of Completed Calls by Type of Call		
6.3.41.(1.)(f)	Monthly Volumes of Completed VCO Calls		
6.3.41.(1.)(g)	Monthly Volumes of Completed HCO Calls		
6.3.41.(1.)(h)	Monthly Volumes of Completed Spanish Calls		
6.3.41.(1.)(i)	Monthly Speech-to-Speech Call Detail		
6.3.41.(1.)(j)	Monthly Video Relay Call Detail		
6.3.41.(1.)(k)	Monthly Web Chat Relay Call Detail		
6.3.41.(1.)(l)	Monthly Volume of Emergency Calls		
6.3.41.(1)(m)	Monthly Average Length of Calls		
6.3.41.(1.)(n)	Monthly Call Volumes by Site		
6.3.41.(1.)(o)	Daily Average Speed of Answer		
6.3.41.(1.)(p)	Daily Average Blockage Rate		
6.3.41.(1.)(q)	Wait Time and Abandoned Call Report		
6.3.41.(1.)(r)	Inbound Call Volumes by NPA		
6.3.41.(1.)(s)	Inbound Call Volumes by V & H Coordinates		
6.3.41.(2.)	Complaint Reports		
6.3.41.(3.)	Reports on Implementation Progress		
6.3.41.(4.)	Reports on Service Issues		
6.3.41.(5.)	Evaluation Reports		
6.3.41.(6.)	Customer Preference Database Reports		
6.3.41.(7.)	Fraud Report		
6.3.42.	Invoicing the DDTP		
6.3.42.(1.)	Invoice Summary Details		
6.3.43.	Records Maintenance		
6.3.44.(1.)	Coordination with NMS and NS Vendors		
6.3.44.(2.)	Coordination with DDTP		
6.3.44.(3.)	Acceptance Testing		
11.3.	Call Center Services Model Contract		

RFP Section	Call Center Services Desirable Requirement Being Evaluated	Pas	Fail
6.3.19.(2.)(b)	Additional Desirable Fields (desirable)		
6.3.25.(2.)	Desired Relay Modalities		
6.3.26.(2.)(a)	Two-line HCO (desirable)		
6.3.26.(2.)(b)	True Caller ID (desirable)		
6.3.26.(2.)(c)	Delayed Repeat Dialing (desirable)		
6.3.26.(2.)(d)	Spanish-to-English and English-to-Spanish relay		
6.3.26.(2.)(e)	CA Placed Three-way Calling (desirable)		
6.3.26.(2.)(f)	Other Enhanced Features (desirable)		
6.3.26.(2.)(g)	Other Transmission standards (desirable)		
6.3.27.(1.)(a)	Secondary Audio Link (desirable)		
6.3.27.(1.)(b)	Multipoint VRS (desirable)		
6.3.29.	New Technologies and Services (desirable)		
6.3.32.(4.)(a)	Inform Callers of Type of Outbound Call (desirable)		
6.3.41.(o)(1)	Daily Average Speed of Answer, VRS and WCR		
6.3.41.(p)(1)	Daily Average Blockage Rate, VRS and WCR		

(3.) **Validation of Network Management Services Requirements**

The NMS bidder's proposal response to the following RFP requirements will be checked:

RFP Section	Network Management Services Mandatory Requirement Being Evaluated	Pas	Fail
5.2.	Customer References		
5.3.	Vendor Responsibility		
5.3.1.	Financial Responsibility		
5.3.2.	Bond Requirements of the Bid		
5.4.	Subcontractors and Suppliers		
5.5.	Employment of People with Disabilities and the ASA		
5.6.	Employment of Relay Staff		
5.7.	Non-discrimination		
5.8.	Confidentiality of Data, including Exhibit 5A		
5.9.1.	Amendable Contract		
5.9.2.	Federal Employer Identification Number		
5.10.	DVBE Participation Requirements, including		
6.4.1.(1).(a)	Compatibility with NS Vendor Platform		
6.4.1.(1).(b)	Respond within Carrier Tolerances		
6.4.1.(1).(c)	Compatibility with CCS Vendors' Switching Systems		
6.4.1.(1).(e)	Disaster Occurrence Alternative Routing		
6.4.1.(1)(f)(1)	Design		
6.4.1.(1)(f)(2)	Content		
6.4.1.(1)(f)(3)	Maintenance		
6.4.1.(1)(f)(4)	Hosting and Support		
6.4.1.(1)(f)(5)	Additional Information		
6.4.1.(2).(a)	Network Interface Controller (NIC)		
6.4.1.(2).(b)	Call Router Platform (CRP)		
6.4.1.(2).(c)	CCS Site Located Equipment		
6.4.1.(2).(d)	Central Controller Database (CCDB) Server		
6.4.1.(2).(e)	Miscellaneous Components		
6.4.1.(2).(f)	Manufacturer Design Compliance		
6.4.1.(3.)	Service Reliability		
6.4.1.(3).(a)	Uninterruptible Power		
6.4.1.(3).(b)	NMS Platform		
6.4.1.(3).(c)	Trouble Indicators		
6.4.1.(3).(d)	Disaster Recovery Plan		
6.4.1.(3).(e)	Security		
6.4.1.(3).(f)	Hours of Operation		
6.4.1.(4).(a)	Cisco ICM based solutions [or 6.4.1.(4).(b)]		
6.4.1.(4).(b)	Non Cisco ICM based solutions [or 6.4.1.(4).(a)]		
6.4.1.(5).(a)	Routing Database Capability		
6.4.1.(5).(b)	Database Fields		
6.4.1.(5).(c)	Initial Database Data		
6.4.1.(5).(d)	Restricted Use of the 711 Data		
6.4.1.(5).(e)	Response to NS Queries		
6.4.1.(5).(f)	Access to the 711 Database		
6.4.1.(5).(g)	Additions and Modifications to 711 Data		

RFP Section	Network Management Services (continued) Mandatory Requirement Being Evaluated	Pas	Fail
6.4.1.(5).(h)	Reporting of Change Requests		
6.4.1.(5).(i)	711 Data Entry Forms		
6.4.1.(5).(j)	711 Data Confidentiality		
6.4.1.(5).(k)	Ownership of 711 Data		
6.4.1.(5).(l)	Storage of 711 Data		
6.4.1.(6).(a)	Network Services Provider Connectivity		
6.4.1.(6).(b)	CCS Vendor Connectivity		
6.4.1.(6).(c)	DDTP Connectivity		
6.4.1.(6).(d)	Alternative Carrier Connectivity		
6.4.1.(7).(a)	Determination of Reporting Capabilities		
6.4.1.(7).(b)	Delivery and Format of Reports		
6.4.1.(7).(c)	CCS and NS Based Reports		
6.4.1.(7).(d)	711 Database Activity Report		
6.4.1.(7).(e)	Reports on Implementation Progress		
6.4.1.(7).(f)	Reports on Service Issues		
6.4.1.(7).(g)	Evaluation Reports		
6.4.1.(7).(h)	Fraud Reports		
6.4.1.(8).(a)	Bidders of Cisco based solutions [or 6.4.1.(8).(b)]		
6.4.1.(8).(b)	Bidders of non-Cisco based solutions [or 6.4.1.(8).(a)]		
6.4.1.(9).(a)	Coordination with NS and CCS Vendors		
6.4.1.(9).(b)	Coordination with DDTP		
6.4.2.	NMS Phase 2 Requirements		
6.4.2.(1).(a.)	CCS Vendor Connectivity		
6.4.2.(1).(b.)	DDTP Connectivity		
6.4.2.(2).(a.)	Cisco ICM Based Solutions [or 6.4.2.(2).(b)]		
6.4.2.(2).(b.)	Non-Cisco ICM Based Solutions [or 6.4.2.(2).(a)]		
6.4.2.(3.)	NMS Phase 2 Reporting		
6.4.2.(3).(a)	NS Traffic Reports		
6.4.2.(3).(b)	CCS Traffic Reports		
6.4.2.(3).(c)	CRS Internet Traffic Reports		
6.4.2.(3).(d)	CRS Database Activity Report		
6.4.2.(3).(e)	Reports on Implementation Progress		
6.4.2.(3).(f)	Reports on Service Issues		
6.4.2.(3).(g)	Evaluation Reports		
6.4.2.(3).(h.)	Fraud Reports		
6.4.2.(4).(a)	Bidders of Cisco based solutions [or 6.4.2.(4).(b)]		
6.4.2.(4).(b)	Bidders of Non-Cisco based solutions [or 6.4.2.(4).(a)]		
6.4.2.(5).(a)	Coordination with NS and CCS Vendors		
6.4.2.(5).(b)	Coordination with DDTP		
11.4.	Network Management Services Model Contract		

RFP Section	Network Management Services Desirable Requirement Being Evaluated	Pas	Fail
6.4.1.(1).(d)	Monitor Websites and Route Web Calls (desirable)		

9.4.3. Scored Evaluation

In addition to the pass/fail evaluation described above, bidder's responses to certain RFP requirements will be evaluated with an opportunity to receive scored points. The purpose of this scored evaluation is to give greater weight to bidders who propose excellence in service in those areas that are especially important to the DDTP and to CRS consumers and where significant differences in proposals are possible. Proposal elements in response to each of the following requirements may receive up to the additional points listed in the tables in paragraphs (1.), (2.) and (3.) below. The percent of possible points earned for each scorable proposal requirement, with the exception of costs, shall be assigned as follows with evaluation gradations and percentage earned also between those shown in the table below.

Evaluation Criteria	Percent Earned
Just meets RFP requirement without any, or with very minimal, descriptive information to support the bidder's claim to meet the requirement	0%
Response and/or supporting information demonstrates an understanding of the requirement and clearly demonstrates the ability and intent to meet the requirement in full.	1% to 25%
Thorough and detailed response and/or supporting information, demonstrates complete understanding of the requirement, clearly demonstrates the ability and intent to meet the requirement in full, and provides evidence of current ability to comply, or detailed plans or methodology that further assure compliance.	26% to 50%
Thorough, detailed and comprehensive response and/or supporting information, demonstrates complete understanding of the requirement, clearly demonstrates the ability and intent to moderately exceed the minimum standard of the requirement, and provides evidence of current ability to comply, or detailed plans or methodology that further assure how the standard will be exceeded.	51% to 75%
Thorough, detailed and comprehensive response and/or supporting information, demonstrates complete understanding of the requirement, clearly demonstrates the ability and intent to very significantly exceed the minimum standard of the requirement, and provides evidence of current ability to comply, or detailed plans or methodology that further assure how the standard will be exceeded.	76% to 100%

The earned percentage as a result of evaluation of each scorable requirement will be multiplied against the possible scorable points to generate the earned score for that requirement. For example, in the evaluation of CCS bidders' response to scorable requirement 5.6., Employment of Relay Staff, bidder A might earn 25% while bidder B earns 100%. In this example bidder A would earn 12.5 points while bidder B earns 50 points, as follows:

Bidder A: 25% multiplied times 50 possible points for RFP requirement 5.6. generates 12.5 points earned for that requirement.

Bidder B: 100% multiplied times 50 possible points for RFP requirement 5.6. generates 50.0 points earned for that requirement.

Costs shall be scored relative to the lowest cost bidder compliant with all RFP mandatory requirements. This lowest compliant bidder shall receive the maximum possible points. All other compliant bidders will receive a portion of the maximum possible points relative to the cost of the lowest compliant bidder. See RFP Section 7.1 for information regarding costs bid and actual reimbursement.

An example of evaluating NS bidders' proposed costs:

For example, in the evaluation of NS bidders' proposed costs, bidder C might have the lowest per minute rate of \$0.0550 per minute and earn 100% of the total possible points available for cost evaluation, while bidders A and B earned less, as depicted below:

<u>Bidder</u>	<u>cost bid (rate/minute)</u>	<u>ratio of lowest cost to bidder's cost</u>	<u>equals percent earned</u>	<u>times possible points</u>	<u>generates earned points</u>
A:	\$0.0700	<u>\$0.0550</u> \$0.0900	61.11%	800	488.89
B:	\$0.0550	<u>\$0.0550</u> \$0.0650	84.62%	800	676.92
C:	\$0.0400	<u>\$0.0550</u> \$0.0550	100.00%	800	800.00

Cost evaluation assumptions and an example of evaluating CCS bidders' proposed costs:

For cost evaluation purposes only, the average NECA reimbursement rate during the term of the CCS contracts resulting from this RFP for TRS TTY calls (which apply to all CCS CRS non-VRS calls as described in RFP Section 7.2) shall be assumed to be \$1.50 per conversation minute, and the average NECA reimbursement rate for VRS calls shall be assumed to be \$5.50 per conversation minute. CCS bidders shall not bid higher than 95% of the actual NECA reimbursement rate for TRS TTY calls. Furthermore, for cost evaluation purposes only during the term of the contracts resulting from this RFP it shall be assumed that two-thirds of all CRS call volume in conversation minutes will be for non-VRS relay calls, and that one-third of all CRS call volume in conversation minutes will be for VRS calls. *Bidders are cautioned that these estimates are for cost evaluation purposes only and should not be relied on as an accurate forecast of actual call volumes or*

actual reimbursement rates. In determining their bidding strategy, bidders need to establish their own best estimates of applicable call volumes and rates. See RFP Section 7.2 for information regarding costs bid and actual reimbursement.

An example of CCS vendors' proposed bid rates, using the above assumptions, generate the earned points for costs is illustrated below when CCS vendor D bids a non-VRS reimbursement rate of 95% of the NECA rate (the maximum allowable); vendor E bids a non-VRS reimbursement rate of 90% of the NECA rate; and vendor F bids a non-VRS reimbursement rate of 85% of the NECA rate.

Determination of the effective average cost per conversation minute is illustrated below.

Bidder	non-VRS percentage bid	NECA TTY times rate	% of non-VRS calls	plus	NECA VRS rate	times	% of VRS calls equals	average per minute cost
D:	(95.00%	x \$1.500	x 0.667)	+	(\$5.500	x 0.333)	=	\$2.782
E:	(90.00%	x \$1.500	x 0.667)	+	(\$5.500	x 0.333)	=	\$2.732
F:	(85.00%	x \$1.500	x 0.667)	+	(\$5.500	x 0.333)	=	\$2.682

Determination of the earned cost points using the above average per minute costs is illustrated below.

Bidder	average per minute cost	ratio of lowest cost to bidder's cost	equals percent earned	times possible points	generates earned points
D:	\$2.782	<u>\$2.682</u> \$2.782	96.41%	60	57.84
E:	\$2.732	<u>\$2.682</u> \$2.732	98.17%	60	58.90
F:	\$2.682	<u>\$2.682</u> \$2.682	100.00%	60	60.00

Cost evaluation assumptions and an example of evaluating NMS bidders' proposed costs:

For bid evaluation purposes only, the duration of the contract from the in-service cutover date for phase 1 services (RFP Section 6.4.1. et seq.) shall be assumed to be five years, the number of CCS sites shall be assumed to be nine, the number of web content update hours after final website acceptance and posting shall be assumed to be 96 hours per year, and the number of web design, coordination and development hours after final website acceptance

shall be 200 hours per year. The two percent (2.00%) escalation for phase 1 services will be calculated into the evaluated cost. For bid evaluation purposes only, the duration of the phase 2 service (RFP Section 6.4.2. et seq.) shall be assumed to be four years, six months. For bid evaluation purposes only, total bid costs for phase 1 services (RFP Section 6.4.1. et seq.) shall be multiplied by 1.1 (one hundred ten percent), while total bid costs for phase 2 services (RFP Section 6.4.2. et seq.) shall be multiplied by 0.9 (ninety percent). See RFP Section 7.3 for information regarding costs bid and actual reimbursement.

In the following example of NMS bidders' proposed costs, bidder H might have the lowest cost calculated over the five year term at \$4,000,000 and earn 100% of the total possible points available for cost evaluation, while bidders G and I earned less, as depicted on the next page.

<u>Bidder</u>	<u>cost bid (over five years)</u>	<u>ratio of lowest cost to bidder's cost</u>	<u>equals percent earned</u>	<u>times possible points</u>	<u>generates earned points</u>
G:	\$6,000,000	<u>\$4,000,000</u> \$6,000,000	66.67%	500	333.33
H:	\$4,000,000	<u>\$4,000,000</u> \$4,000,000	100.00%	500	500.00
I:	\$5,000,000	<u>\$4,000,000</u> \$5,000,000	80.00%	500	400.00

The maximum possible points for each scorable requirement within each CRS service component are shown below.

(1.) Possible Scored Points for Network Services Proposals

RFP Section	Scored NS Requirement	Maximum Points
4	Proposed Services ¹	100
5.2	Customer references	50
6.2.3	Service reliability (includes 7 subsections)	50
6.2.6 (2)	Bidder experience and capability	50
6.2.7	Project management & coordination (includes 2 subsections)	50
7.1	Cost - Exhibit 7A	700

Total Possible: 1,000

(2.) Possible Scored Points for Call Center Services Proposals

RFP Section	Scored CCS Requirement	Maximum Points
4	Proposed Services ¹	50
5.2	Customer references	50
5.5.	Employment of people with disabilities	50
5.6.	Employment of relay staff	50
6.3.17	Service reliability (includes 6 subsections)	50
6.3.19(2)b	Additional Desirable [customer preference database] Fields	25
6.3.20	Access to carrier of choice	50
6.3.23	Emergency calls (includes 9 subsections)	30
6.3.26 (1.)	Enhanced features – mandatory (includes 4 subsections)	15
6.3.26 (2.)	Enhanced features – desirable (includes 7 subsections)	15

¹ As presented in Section 1, General, of Volume I of the bidder's proposal. (See RFP Sections 8.3.1.(2.) and 8.4.)

6.3.27	Video relay (includes 5 subsections)	50
6.3.28	Web chat relay (includes 3 subsections)	40
6.3.29	New relay technologies and services	50
6.3.30	Minimum qualifications of all CAs (includes 6 subsections)	80
6.3.31	CA training requirements (includes 5 subsections)	100

RFP Section	Scored CCS Requirement (continued)	Maximum Points
6.3.32.(4)a	Inform Callers of Type of Outbound Call	5
6.3.33 (2.)	Additional qualifications of STS CAs (includes 5 subsections)	30
6.3.33 (3.)	Additional STS training requirements (includes 5 subsections)	30
6.3.35	CA counseling	25
6.3.36	Complaint resolution (includes 6 subsections)	25
6.3.40	Outreach and promotion (includes 3 subsections)	50
6.3.41.(o)	Daily Average Speed of Answer, VRS and WCR	5
6.3.41.(p)	Daily Average Blockage Rate, VRS and WCR	5
6.3.44	Project management & coordination (includes 3 subsections)	60
7.2	Cost – Exhibit 7B	60

Total Possible: 1,000

Note that in order to receive points for RFP Section 5.5, Employment of people with disabilities, the bidder must propose that at least twenty percent of the CCS CRS management staff shall be comprised of people with disabilities.

(3.) Possible Scored Points for Network Management Services Proposals

RFP Section	Scored NMS Requirements	Maximum Points
4	Proposed Services ¹	100
5.2	Customer references	50
6.4.1.(1.)	Solution capabilities, subsections (a.) through (e)	50
6.4.1.(1.)(f)	Develop, host & maintain DDTP website (incl. 5 subsections)	25
6.4.1.(3.)	Service reliability (includes 6 subsections)	50
6.4.1.(4.)	Proposed integration plan (includes 1 of 2 subsections)	25
6.4.1.(5.)	711 routing database (includes 9 subsections)	25
6.4.1.(7.)	NMS reporting (includes 8 subsections)	25
6.4.1.(8.)	Bidder experience and capability (includes 1 of 2 subsections)	25
6.4.1.(9.)	Project management & coordination (includes 2 subsections)	50
6.4.2.(2.)	Proposed integration plan (includes 1 of 2 subsections)	50
6.4.2.(3.)	NMS phase 2 reporting (includes 8 subsections)	25

¹ As presented in Section 1, General, of Volume I of the bidder's proposal. (See RFP Sections 8.3.1.(2.) and 8.4.)

6.4.2.(4.)	Bidder experience and capability (includes 1 of 2 subsections)	50
6.4.2.(5.)	Project management & coordination (includes 2 subsections)	50
7.3	Cost - Exhibit 7C	400

Total Possible: 1,000

9.4.4. Evaluation of Customer References

If not already performed in the evaluation of the draft proposals, all customers on the required customer reference list provided in response to RFP Section 5.2., (and any other customers the DDTP may select) will be contacted. The customers will be interviewed in at least the following areas: 1) past performance, 2) contract compliance, 3) effectiveness

of bidder's personnel, 4) similarity in size, nature and scope to those being proposed, 5) experience with TRS and services to the deaf and speech disabled community, 6) and overall positive or negative nature of the response.

The customer reference contact person must be willing and able (i.e., familiar with what transpired, not bound by confidentiality, etc.) to answer questions that the DDTP may ask pertaining to references made in this RFP. If contact references provided by the bidder cannot be reached or do not respond within five (5) working days after a message is left by the DDTP, the proposal may be rejected.

The majority of the bidder's references must respond positively in order for the bidder to be successful in this portion of the evaluation. Negative responses from customers may, at the sole discretion of the DDTP, reduce awarded points or be cause for rejection of the bidder's proposal. A reduction in points due to poor customer references may be more than the total possible scored points available for customer references.

Instances of legal or administrative actions within the past five years of the final bid date as described in RFP Section 5.2. will also be evaluated. Cancellation of contract(s) for cause and other negative actions may, at the sole discretion of the DDTP, reduce awarded points or be grounds for rejection of the bidder's proposal. A reduction in points due to poor customer references may be more than the total possible scored points available for customer references.

9.4.5. Demonstration

A demonstration may, at the discretion of the DDTP, be held after the evaluation of the administrative, technical and contractual requirements is complete, and the cost information is opened. Note that a demonstration can effect the determination of compliance with RFP requirements and/or effect the award of scored evaluation points. See RFP Section 10.1. for specific information.

9.4.6. Selection

Final proposal selection will be based on the highest point score(s) among the proposals that are responsive to the requirements of the RFP. Responsiveness shall include but not be limited to meeting the administrative, technical, and contractual requirements, and conforming to the rules of RFP Section 2. The DDTP reserves the right at any time to reject any or all proposals.

If a bidder's NMS proposal is selected by the DDTP for recommendation for award, and that same bidder has also submitted either a bid for the NS component or the CCS component, and either of the bidder's NS or CCS bids are also selected by the DDTP for recommendation for award, the DDTP shall not award the NMS and either the NS or CCS component to the same bidder. In such a case, the bidder will be allowed to determine if it wishes to be awarded the NMS component or if it wishes to be awarded its

other eligible bid component(s), except if there is only one compliant NMS final proposal. If there is only one compliant NMS final proposal, the DDTP shall require that bidder to receive the NMS component award, and to not receive a NS or CCS award.

When the DDTP allows the bidder to determine which component it wishes to receive the award, the DDTP shall notify the bidder of the potential awards, and if the bidder is eligible to receive a CCS award, the DDTP will also tell the bidder what percentage of initial unallocated traffic the bidder is expected to receive, pending any adjustment for acceptance testing. The DDTP shall not, however, reveal the names of the other potential CCS awardees, nor the expected traffic allocations of other potential awardees. Notification to the bidder of the bidder's choice shall not be public. Upon notification, the bidder shall have three business days (72 hours) to respond to the DDTP Procurement Official in writing (including email) with its choice of CRS component(s) that it wishes to receive. If the bidder does not make a decision within 72 hours the DDTP shall retain the right to make the award decision(s).

The final award decisions will be made by the CPUC. Awarded CCS vendors will initially receive a specific percentage of non-caller designated traffic based upon their initial evaluated point score as further modified by demonstration(s), if any, and by the results of acceptance testing, as described in RFP Section 10.

9.4.7. Evaluation and Award of Additional Commitment Offerings

The DDTP will score the Final Proposals, including adjustments made as a result of vendor demonstrations if any, as described above in RFP Section 9.4.6. Where the potential for award is affected by a bidder being eligible to receive an award for both the NMS component and either of the NS or CCS components as described in RFP Section 9.4.6., the DDTP shall confirm the bidder's selection per RFP Sections 2.5.9.(5.) and 9.4.6. After final confirmation, the DDTP shall record which firms it intends to recommend for award to the DDTPAC. The DDTP will then open any sealed Additional Commitment offerings submitted per RFP Section 8.5 with the Final Proposals of those firms. Note that only the Additional Commitments of the final firms who will be recommended for award will have their Additional Commitments opened.

The DDTP will then review each opened Additional Commitment offering in detail. Based on the nature and detail of each offering, the DDTP shall further determine whether or not it will also recommend any of the

Additional Commitment offerings. In its deliberation, if the DDTP decides it needs additional clarification, the DDTP may request such clarification from the bidder.

The basis for recommendation shall be best value for or in the best interests of the CRS users, the DDTP, and/or the ratepayers of California. Best value or interest may include a combination of: services offered, cost, and implementation or management support. Basis for the acceptance or rejection of any Additional Commitment offering need not be based on a formally evaluated and scored methodology, and may instead be based simply

on the deliberations of the DDTP. The DDTP reserves the right to reject any or all Additional Commitment offerings, at its sole discretion, and for any reason, including but not limited to contractual. The decisions of the DDTP, the DDTPAC and the CPUC regarding the acceptance or rejection of any Additional Commitment may not be protested.

The DDTP will include a discussion of each opened Additional Commitment offering in its evaluation report to the DDTPAC. Included in the report will be a description of the Additional Commitment offering, its costs, the recommendation to award or not award, and the rationale supporting the recommendation.